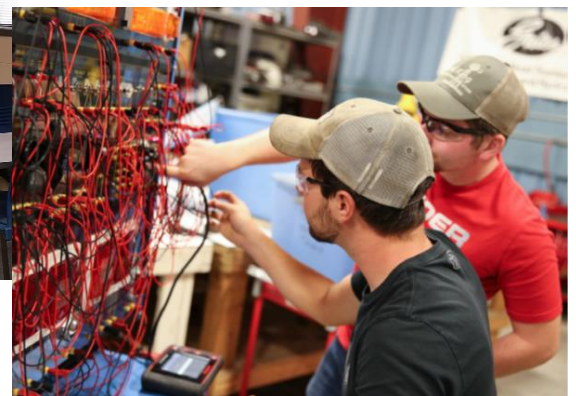
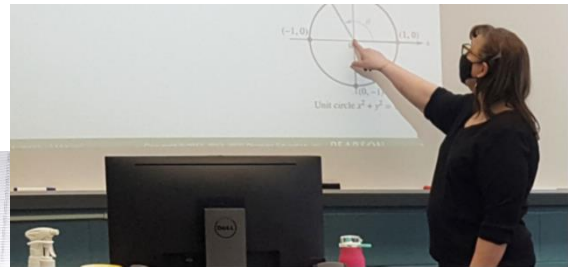




# ILLINOIS EASTERN COMMUNITY COLLEGES TECHNOLOGY PLAN 2026



# BACKGROUND, OVERVIEW, AND PURPOSE

In 2022, Illinois Eastern Community Colleges rolled out a Strategic Engagement Plan (SEP) intended to serve as the blueprint from which we will build structures, systems, and processes to better meet the needs of our students and our communities. This plan, entitled Forward Together, established a timeline for implementation and evaluation through 2026.

With direction from the SEP and the Strategic Engagement Planning Council (SEPC), this Technology Plan has been designed to align with the SEP timeline and identifies technology initiatives and strategies required to support IECC's strategic initiatives.

Forward Together defines a pathway to improvements and initiatives that will drive excellence through four specific strategic pillars:

1. Transform lives through exceptional education and services.
2. Foster excellence in faculty and staff.
3. Cultivate and steward resources for strategic growth.
4. Positively impact our local communities.

To support each of these pillars, strategies and projects were identified. The tables that follow identify the technological resources required in support of the four strategic pillars.



# STRATEGIC PILLARS, PROJECTS, AND IMPLICATIONS

Strategic Pillar	Strategy	Project	Implications for Technology Plan	Status/Key Action Steps	Timeline	FY 25	FY 26	FY 27
1. Transform Lives Through Exceptional Education & Services	Reorganize as a Guided Pathways institution	1.1 Map program pathways.	The Banner student software system will be configured to map courses to the newly defined program pathways.	Established Meta Major team and are working with SIG consultants to configure the Banner student system.	FY 24/25	\$22,000		
		1.1 & 3.2 Align IECC budget & financial operations to Guided Pathways.	The Banner finance system will be configured to support the new meta major structure.	Established Meta Major team and are working with SIG consultants to configure the Banner finance system.	FY 24	\$22,000		
		1.1 & 1.2 Implement Degree Works degree auditing system.	The Degree Works system will be implemented to replace the current CAPP degree audit system.	Advisors will be trained in Degree Works during the Spring 2024 term. Students will begin using the system in the Fall 2024 term.	FY 24	\$120,000 T3 Grant		
	Improve access to educational offerings	1.2 Recommend academic technologies to support Guided Pathways.	Implement catalog, curriculum, and syllabus software.	VCAA team and IT are evaluating software systems and plan to make a recommendation in FY 25.	FY 25	\$100,000		
		1.2 Plan for Synchronous Lecture Halls	Coordinate the installation of interactive video equipment to support synchronous distance learning. Additional electrical and network cabling is also required.	ECACA rooms were installed on 12/23. The USDA grant will fund 15 additional rooms in the spring. Installations planned for spring/early summer 2024.	FY24/25	\$827,292 USDA Grant		
	Reimagine the student	1.4 Introduce campus-based mental health resources.	Configure single-sign-on access for the new Timely Care online mental health system	Online mental health services went live in 2023.	Ongoing			

	<b>support model</b>	1.4 & 3.1 Reengineer student onboarding experiences.	1. Implement the Ellucian CRM Recruit system to improve new student application and communications. Streamline the new student account creation process. 2. Improve the Banner online registration process.	Students now apply using the CRM Recruit system and are automatically sent IECC account information to a personal email address. The student can then use their assigned IECC credentials to register for classes.	Ongoing				
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Strategic Pillar	Strategy	Project	Implications for Technology Plan	Status/Key Action Steps	Timeline	Budget	Budget	Budget
2. Foster excellence in faculty & staff	2.1 Recruit and retain high-achieving faculty and staff	2.1 Retool administration evaluation process.	Implement HRIS software to streamline employee evaluations.	HR and IT Teams are reviewing software options.	FY 25	\$45,000	\$45,000	\$45,000

Strategic Pillar	Strategy	Project	Implications for Technology Plan	Status/Key Action Steps	Timeline	Budget	Budget	Budget
3. Cultivate & steward resources for strategic growth	3.1 Manage student enrollment	3.1 Continue CRM implementation.	The CRM Recruit and Advise systems require technical support for implementation and Banner system integration.	CRM Recruit is live. CRM Advise will be implemented in spring of 2024 with go live planned for fall 2024. CRM Advise is funded by FCC T3 grant.	FY 24/25	\$140,000 T3 Grant		
		3.1 Create funnel data reports.	The IT data team worked with the admissions and records teams to create student funnel dashboards in the CRM Recruit system. Additional dashboards will be developed during the CRM Advise implementation.	Funnel reports were created and continue to be modified and improved.	FY24			

Strategy	Project	Implications for Technology Plan	Status/Key Action Steps	Timeline	Budget	Budget	Budget
3.2 Improve data and technology services	3.2 Develop dashboard & automated reports tying to SEPC KPI's.	Implement and support data systems to support KPI tracking.	1. Contracted with the Postsecondary Data Partnership (PDP) to gain access to dashboards and peer data. 2. Continue to develop in-house data dashboards and automated reports. 3. Developing data web pages to centralize data access. 4. Established Data Standards Committee to develop and monitor data standards across functional areas. 5. Planning to implement Ellucian Insights and establish a data warehouse.	Ongoing	\$20,000		
	3.2 Align student records practices with Guided Pathways.	Configure Banner to support Guided Pathways.	Similar to strategy 1.1: Established Meta Major team and are working with SIG consultants to configure the Banner student system.	FY 24/25			
	3.2 & 3.3 Adopt alumni management software.	Technology may be required to track and communicate with alumni.	VCIO is evaluating College Foundation requirements.				
3.4 Strengthen auxiliary units	3.4 In-depth auxiliary unit review.	Establish daily receipt reports for food service and bookstores.	Develop reports to pull receipt information from Banner system	FY 25			

## ADDITIONAL INITIATIVES

In addition to the initiatives resulting from IECC's Forward Together SEP, the technology team identified key operational initiatives to be considered over the next three years. The chart below outlines technology systems and projects that are vital to IECC's daily operations.

Technology Division	Project	Description	Timeline	FY 25	FY 26	FY 27
<b>Banner</b>	Implement the Banner Faculty Load and Compensation (FLAC) module.	The FLAC system will replace our current home-grown part-time and overload pay sheet program. The product is included in our Banner license. The estimated budget is for implementation costs.	FY 25	\$25,000	\$25,000	
	Banner Software as a Service (SaaS) migration.	Ellucian is moving all current Banner customers to a SaaS model. Our current contract expires in April 2026, so we need to prepare to migrate.	FY 27			\$500,000

Technology Division	Project	Description	Timeline	FY 25	FY 26	FY 27
Data	ICCB Curriculum Merger	Currently, academic programs and courses are approved and reported by college. Effective 7/1/2024 all IECC programs and courses will be approved at the district level and can be offered at any of the college locations. After the merge, all data will be combined and reported as one district.	FY 25			
Infrastructure	Video Surveillance System Upgrade/Replacement	Replace the surveillance system. The current video surveillance system is outdated and is difficult to maintain and retrieve footage. Modern systems are cloud-based and include AI tools to streamline footage retrieval.	FY 25	\$45,000	\$45,000	\$45,000
	Telephone System Replacement	The current telephone system support contract expires in 2026 and our vendor will not renew the contract. A new system or support vendor will need to be identified	FY 27			\$75,000 (Annual Cost)
Web and Integration	Guided Pathways Website	Redesign academic web pages to highlight guided pathways model.	FY 24/25			
	Texting Communication Plan	Develop a comprehensive plan for text communications with the goal of reducing texting systems.	FY 25	\$22,000	\$23,000	\$24,000